



**GOLDEN FUTURE CARE**  
A BRIGHT FUTURE BEGINS HERE

# HULTON MEADOWS, BOLTON



## STATEMENT OF PURPOSE

OCTOBER 2024



## **CONTENTS**

**QUALITY AND PURPOSE OF CARE**

**VIEWS, WISHES AND FEELINGS**

**EDUCATION**

**ENJOYMENT AND ACHIEVEMENT**

**HEALTH AND WELL-BEING**

**POSITIVE RELATIONSHIPS**

**PROTECTION**

**LEADERSHIP AND MANAGEMENT**

**CARE PLANNING**

**QUALITY AND PURPOSE OF CARE**



## **OUR COMPANY ETHOS:**

Golden Future Care is committed to providing young people with a safe and nurturing environment in which to develop.

We aim to help our young people to discover their strengths and potential and to use these to become independent, resilient and confident future members of society.

We want our young people to enjoy their lives now and to succeed in the future.

***A Bright Future Begins Here!***

## **PROVIDING A SECURE BASE:**

All staff are trained and supported to provide young people with Secure Base therapeutic parenting which provides young people with consistent care whilst allowing them to explore their identity and undertake different experiences with the security of knowing that support is always available to them. All staff similarly undertake Team Teach training in order to learn how to understand, de-escalate and support young people through times of emotional dysregulation.

### **The key aspects of Secure Base that Golden Future Care champion are:**

- **AVAILABILITY**, which encourages the young person to develop trusting relationships.
- **SENSITIVITY**, which helps the young person to understand and manage their emotions.
- **ACCEPTANCE**, which helps to build the young person's self-esteem.
- **CO-OPERATION**, which helps the young person to feel effective and valued.
- **FAMILY MEMBERSHIP**, which helps the young people to develop a sense of belonging.

### **Within Hulton Meadows these values are upheld through:**

- All staff working to find a balance between supporting the young people and allowing them the freedom to develop resilience.
- Young people being provided with as much freedoms as they can safely handle and guided in making measurable progress towards being capable of their own safeguarding as they mature.



- All staff providing clear and consistent boundaries, celebrating and rewarding positive choices, and educating young people around negatives ones.
- All staff working to ensure that each young person is celebrated and cared for as an individual and that equality, tolerance, inclusion and diversity are upheld for everyone within the home at all times.
- All staff developing an understanding of each young person as an individual, with particular needs, skills and interests, and further understanding that young people's experiences before entering the home will have had both positive impacts that should be nurtured and negative impacts that may require additional support.
- All young people being involved in decisions around their care, the home and daily routines and by staff treating young people with the respect they wish to receive from them.
- Ensuring that the home is welcoming, homely and that consistent routines are in place as in any household, and through every individual within the home, be they staff or young people, being respected and valued.

In addition to robust key working, the staff at Hulton Meadows will provide support to young people through a life skills programme that is individually tailored to help each young person develop the necessary skills for a successful adult life.

## **THE HOME:**

Hulton Meadows is a two bedded residential children's home designed to home young people aged 8-17 years of whichever gender, religion or cultural identity they hold. The home is a three storey Victorian terrace property that has been recently refurbished to provide a safe and comfortable environment for two young people.

Young people placed at Hulton Meadows will be supported with an array of Social, Emotional and Behavioural Difficulties using clear and consistent behaviour management support programmes that are tailored to each young person and informed by their individualised care plans as well as therapeutic parenting that



follows the Secure Base model. Young people who are identified as having a special educational need or medical condition will be carefully considered before being placed at Hulton Meadows to ensure that their needs can be fully met, and that staff have been provided with all necessary additional training to do so. Hulton Meadows will be unable to support young people with conditions that acutely limit their physical movement due to the physical environment of the home.

Hulton Meadows is situated close to Bolton centre and as such provides excellent opportunities for young people to access an array of activities and to be supported to access services that meet their cultural, social and religious needs. The staff team within Hulton Meadows will work to source and facilitate a range of activities, both within the community and within the home, and will engage, support and supervise these activities as is appropriate for each individual young person in placement.

The home consists of two young people's bedrooms, situated on the first and second floor, both of which are equipped with an individual study space. To avoid morning chaos and queues, the home has two bathrooms with showers and a separate toilet.

Staff sleep rooms are situated on the ground and third floor to provide effective overnight safeguarding and there is a dedicated office space on the first floor where administrative work is completed to ensure young people are provided with a less institutionalised and more homely environment throughout the rest of the home.

The home also offers a range of communal spaces for young people to enjoy different activities. There is a dining area for family style meals that doubles as a board game and arts and craft hub at other times, a dedicated gaming room designed to double as a low sensory input space and a large living room perfect for movie nights. There is also a fully equipped galley style kitchen where young people can be supported to learn about health and nutrition and to gain valuable life skills. To the back of the property is a secure walled area with a roofed and astroturfed seating area.

Upon entering Hulton Meadows each young person will be provided with a start-up fund to enable them to personalise their bedroom and ensure this reflects their own unique identity. Young people will also be encouraged to suggest alterations to the home that will improve their day-to-day experience of life with us.

Hulton Meadows has a robust complaints process in place, which is outlined to all staff and young people upon entering the home. This is also documented in the Children's Guide which each young person is furnished with before admission and encouraged to keep amongst their personal possessions. Should any young person wish to make a complaint at any time they will be provided with a complaints form and support to complete this should they wish.



In the event that another individual wishes to make a complaint, they are able to request a copy of the home's complaints policy which will be kept filed within the main office of the home (a digital copy of this can also be emailed to them upon request and will be available on the home's website). The home's child protection policies and behaviour management policies will likewise be available upon request and on the home's website. In the first instance should contact the home's Manager Rhea James, whose contact details are listed within this document.

All complaints will be responded to in a timely manner and relevant investigations will be conducted to ensure all young people are receiving the best possible care.

The home's child protection policies and behaviour management policy will likewise be available in paper form from the home's main office and a digital copy can be made available upon request and will be available on the home's website.

## **VIEWS, WISHES AND FEELINGS**

The team at Hulton Meadows will work to continuously champion the views, wishes and feelings of young people in placement.



As well as being empowered to approach staff on a daily ad hoc basis, young people will be encouraged and supported to use their views, wishes and feelings to structure their daily lives whilst residing at Hulton Meadows, for example through the completion of weekly meal and activity planners.



Young people will also be involved in monthly house meetings during which they will be supported and encouraged to express themselves in a safe and open forum. Regular consultations will be undertaken to provide the young people with the opportunity to reflect on their experience at Hulton Meadows and to suggest areas for adjustments and improvements. Each young person entering the home will complete an 'All About Me' booklet with staff to express their preferences around a range of topics and will be provided with a start-up fund to allow them to personalise their bedroom and ensure this space reflects their individuality.



improvements.

All young people will be assigned a key worker from the staff team which will provide them with a designated individual with whom they can discuss their views, wishes and feelings, as well as reflect upon their journey into and experience of care and evaluate their future aspirations. Key worker assignments will be reviewed regularly to ensure each young person is comfortable with their designated individual and they will be encouraged to input into both this and the key working system in general in order for them to suggest

All young people residing at Hulton Meadows will be supported to engage actively and effectively in their care. Key working sessions will be held prior to any relevant meetings in order to explore what the young person wishes to express and, unless they request otherwise, a representative from the home will accompany them into



such meetings to ensure their recorded views, wishes and feelings are championed. A further key working session will be conducted post meeting to evaluate whether the young person was satisfied with the discussion held, proposed outcomes and to help them to understand when their views, wishes and feelings cannot be honoured as it is not in their best interests.

It is the hope of the Hulton Meadows team that this will encourage our young people to actively participate in any decisions made around their present and future care arrangements and will empower them in preparation for a life beyond the social care system.

Young people will also be encouraged and supported to engage with their social work teams through the statutory visiting system, with their designated IROs and with the advocacy service. The team is dedicated to upholding such important contact, whether within the home or not and every staff member will work to ensure that young people recognise that there are many people who care for them and will work to help them achieve positive outcomes.

Hulton Meadows has robust policies in place in order to uphold anti-discriminatory practice. Staff will receive necessary training to enable them to model this on a day-to-day basis for the young people and the accepting and celebratory ethos of the home will be upheld at all times. This will ensure that all young people residing at Hulton Meadows, regardless of their protected factors or the way in which they identify, will be protected, championed and celebrated.



In instances where young people express discriminatory sentiments, the key working process will be utilised to educate that young person alongside on-going support, involving external services where necessary, to ensure they develop into valuable and tolerant members of society who hold a complete understanding of the impact of their expressed views.



Young people residing at Hulton Meadows will be empowered and educated on both their rights and responsibilities as valuable members of society. Staff will likewise be appropriately trained and an ethos that champions the rights of young people will be upheld at all times.



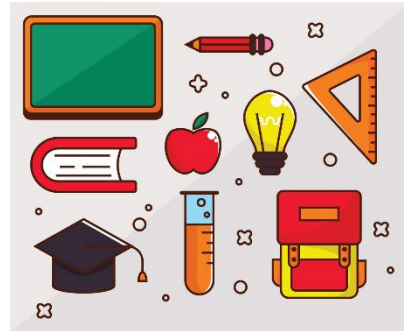
There is a robust complaints procedure in place within Hulton Meadows, which is explained to young people in an easy-to-understand format as part of their Guide to the home. Young people are also provided with a blank complaint form upon admission and are able to request further copies at any time. The staff team understand the importance of young people being empowered and supported to make complaints and the valuable impact these can have on practice within the home and the company.

## EDUCATION



The team at Hulton Meadows will work to support each young person in placement to achieve positive outcomes in their education, further education and career aspirations.

Each young person will be provided with an individual place to study within their bedrooms and staff will be available to provide additional support within the home. The home is also equipped with technology the young people can safely access to support their studies as well as educational books on a range of topics.



Where possible and in the best interests of the young person, Hulton Meadows will work to maintain current successful educational placements by facilitating transportation and engaging positively with those already supporting the young person in their endeavours.

When deemed in the best interest of the young person, for example in cases where attendance has been particularly challenging for them, further needs are identified that cannot be met by current provisions or where young people have moved a considerable distance, Hulton Meadows will work with relevant professionals to identify and facilitate attendance at a new and more suitable placement.

The home is fortuitously placed to afford access to transport links and routes where travel to out of area educational placements is required as well as having a range of educational provisions in the area, including those designed for young people that struggle to attend and attain in mainstream environments. The home's manager has almost ten years of experience supporting young people within SEND provisions and is well placed to lead the staff team in the assessment and support for young people with special educational needs.

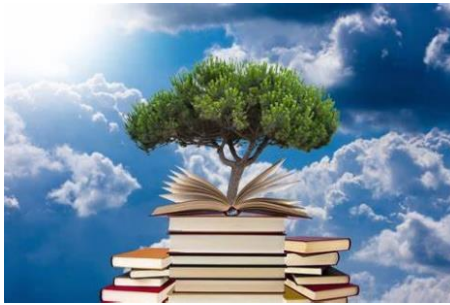
The team at Hulton Meadows will promote the importance of education to young people in placement by maintaining positive and proactive communication channels with all educational professionals and by ensuring attendance at all relevant meetings, open evenings and events organised for parents and guardians.

Young people will be supported to consider their future goals and aspirations, both through the key working process and life skills programme within the home and by the staff team sourcing any relevant additional information. All young people will have an individualised educational support plan, which will be updated regularly and with the

young people's input and will have their achievements recognised and celebrated within the home.



For young people with additional learning needs, whether these are known before referral or are recognised once a young person is placed at Hulton Meadows, staff will work to understand this need and how best to support attendance and attainment for each young person, whether this requires additional support within the home or through working with other professionals involved in the young people's care to arrange additional support services.



The Hulton Meadows team also recognise the importance of education as an individual, immersive and on-going process through which young people come to understand the world and their place within it. Comprehensive behavioural support underpinned by the Secure Base parenting model, robust key working and modelling behaviour, as well as access to a range of new and exciting activities will be used to pastorally support and educate our young people.

Young people will also be supported by the staff team to learn valuable life skills with the aim that they become independent and resilient adults once they leave our care.

In line with the Care Planning, Placement and Case Review Regulations 2010, Golden Future Care will endeavour to uphold the current educational placement of any young person admitted to the home during Key Stage 4 to minimise the disruption to their educational progress.



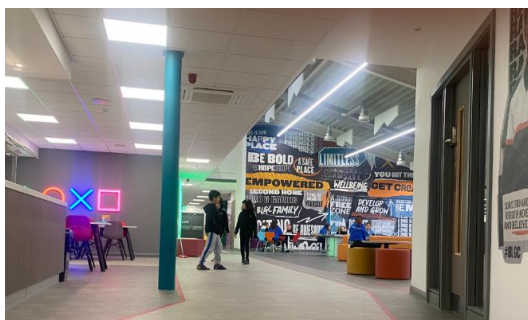
## ENJOYMENT AND ACHIEVEMENT

Hulton Meadows is well placed to allow young people to access a range of activities within the community in order to develop physically, intellectually, socially and creatively:



The Amir Khan Academy offers young people a supportive and social introduction to healthy living and exercise and provides a safe outlet for frustrations and excess energy with an emphasis on focus and control.

The Smithill Open Farm gives young people a taste of nature and fun with picnic areas, animal petting and donkey and tractor and trailer rides.



Infinity, run by the Bolton Lads and Girls Club is a youth club with a difference, offering art, music and gaming rooms, an astro turf pitch, inhouse gym and the opportunity for young people to meet new friends and join in group sports and community projects.



For a sweet treat, or as a behaviour reward, young people can pop down the road to Milk Maids and enjoy delicious farm made ice cream in so many flavours it's hard to decide!



Bolton One is just one of the local leisure centres and offers young people access to swimming, indoor climbing and a fully equipped gym.

For rainy days, Bolton also offers lots of indoor activities with shopping centres, cinemas and a huge range of restaurants for our young people to explore.



There are also a number of parks around the home and a large grassed area within quick walking distance perfect for football and picnics.

The staff team are keen to maintain and develop any interests that young people have whilst also sourcing and facilitating new opportunities. To allow our young people to feel safe and secure whilst also helping them to develop their independence and social skills, these activities will be a combination of those jointly undertaken with staff, those supervised to various degrees and those undertaken by the young people independently where it is safe for them to do so.



The staff team will also provide young people with activities within the home, which will involve both recreation and the development of valuable life skills. The home is equipped with various board games, art and crafts materials, mindful colouring books, jigsaws, books and a games console. The kitchen at Hulton Meadows is accessible to young people at all times and they will be encouraged by staff to learn new skills by helping to prepare evening meals for the home and to try different cooking and baking recipes from our recipe book collection.

The home will also have take-away nights to celebrate positive choices made by the young people and quiz nights to allow them to build positive relationships with staff and with each other.

At Hulton Meadows, we strive to celebrate diversity and will encourage young people to understand and experience aspects of other culture, whether through food and music within the home, visits and activities that educate or through opportunities to attend events such as Chinese New Year celebrations and the annual Bolton Food and Drinks Festival which brings together cuisines from all over the world with live music, parades and more.



For young people who follow or would like to explore a faith, Hulton Meadows is based in a richly diverse area with places of worship for all religions either close by or easily accessible.



Young people will complete weekly activity planners with staff in order to empower them to make their own choices whilst being encouraged to try new experiences.



All achievements by the young people will be celebrated within the home in order to develop each young person's self-esteem and sense of self-worth. In line with the Secure Base model we uphold, no achievement is small, and all are worth celebration. Staff will share these achievements with professionals and significant individuals involved in the young person's life to ensure the entire team around each young person can celebrate with them.

All events the young people take part in, whether through education or clubs they attend, will be attended by members of the home to ensure our young people feel supported in their endeavours.

The young people at Hulton Meadows will also be encouraged to make a positive contribution to the wider community, both through being a positive member of the local neighbour and through such activities as donating to local food banks and fundraising activities with staff.



## HEALTH AND WELL-BEING

Young people placed at Hulton Meadows will be registered with GP, dental and optician services within appropriate time frames and will be supported to access these services to ensure their health and well-being needs are highlighted and met. The home is situated to allow easy access to a range of such services and each young person will have an individualised Health Care Plan in place that will enable staff to track and address any concerns in terms of a young person's health and well-being.



The importance of health and well-being will also be part of the key working processes within the home, with areas such as risk-taking behaviours, healthy lifestyles, sexual health and contraception, and personal hygiene and self-care being discussed.

First aid, health and safety and nutritional training is provided to all staff to ensure that they are equipped to support young people with their health and well-being needs and there are clear policies and procedures in place within the home for the secure storing and administering of medication and first aid equipment.

Each young person will be encouraged to participate in the completion of weekly meal and activity planners to promote an active and healthy lifestyle. Young people will also be encouraged to become actively involved in the preparation of meals for the home to allow them to develop an understanding around nutrition and the skills necessary to prepare healthy meals for themselves in later life.

The team at Hulton Meadows are keen to promote the importance of all aspects of well-being to the young people in placement. Any additional therapeutic interventions that are deemed pertinent to the young people, such as CAMHS, will be sourced and facilitated by staff working proactively with all professionals involved in the young person's care and the young people will be encouraged and supported to engage actively with such services.



Within the home, an ethos of non-judgemental and open discourse will be maintained by all staff to provide the young people with a secure environment in which to raise and discuss any concerns they may have. Social, emotional and mental health will also form part of the key working processes within the home, with staff working to build on the self-esteem, self-worth and resilience of the young people in placement.

This work will be underpinned by the ethos of the home, our acceptance of each young person as an individual with their own particular skills, our dedication to celebrate every achievement and the Secure Base parenting model that all staff will uphold.

All young people will be provided with information around additional support services in their welcome pack to the home and staff will constantly work to source new and appropriate services throughout the young person's time with us.

At Hulton Meadows we see well-being as an encompassing idea and as such the staff team is committed to helping young people to learn the skills necessary to enjoy active and rewarding social lives, future financial security and a strong and positive sense of self.



## POSITIVE RELATIONSHIPS

The Hulton Meadows team understands the importance of establishing and maintaining positive relationships for and with our young people, and the impact this can have on their ability to enjoy the benefits of secure attachments later in life.

**By upholding the principles of a Secure Base, staff will ensure that young people are provided with structure, consistent boundaries and individualised care:**

The **Acceptance** element ensures that each young person is celebrated for their own identity. During transition to the home each young person will complete an 'All About Me' booklet with staff that will help us to understand their likes and dislikes, meals they will enjoy, their favourite things, people and places that are important to them and how to best help them through positive and negative emotions.

The **Sensitivity** element to the Secure Base model will ensure that staff are receptive, empathetic and supportive to each young person in regards to their experiences, needs, emotional state and unique perspectives. All staff will be provided with training to help them understand SEBD young people, young people who have experienced ACEs, how to encourage attachment and bonding and why some young people may require more support in this area, risk taking behaviours that young people may exhibit and the importance of key working.



The key working process within the home is robust and is designed to provide each young person with a designated person with whom they can work through any issues they may have as well as a safe space in which to discuss any issues without judgement. Young people will be encouraged to feedback on the key working process and will be able to request a different key worker from the staff team to ensure they are comfortable talking to their designated person.

Although each young person will have an assigned key worker, all staff will be provided with training and supported to understand the importance of key working and how to be a positive and proactive part of the process, meaning that every staff member will be available to young people living in the home and able to support them via the key working process.



The **Availability** aspect of the Secure Base model will ensure that young people are provided with freedom and space to develop and grow whilst being secure in the knowledge that the staff will always be there to support them, listen to them and spend time with them. At Hulton Meadows we strive to strike a balance between support and autonomy for our young people and do not want any young person to feel overly monitored or supervised.

The **Co-operation** element to Secure Base ensures that all members of the home, whether staff or young people, are treated with respect, have their uniqueness celebrated, are free from any form of discrimination, and have plenty of opportunities to express their views, wishes and feelings.



Young people's meetings will be held monthly as standard and additional meetings will be held if any of the young people living in the home ask for this. This will be maintained as a forum where any view is valid, and each young person will be supported and encouraged to offer their opinions.

Consultations will be given to young people every month to encourage them to feedback on different aspects of the care we offer, such as whether they

feel safe, supported, and listened to. This form has been designed to be as fun and accessible as possible as at Hulton Meadows we understand that young people in care cannot sometimes avoid elements of institutionalisation such as filling out paperwork that their peers may not experience. A blurb has been added to any such documentation that the young people will need to complete to ensure that they understand why they are doing so, why this is important and the impact this will have on the care we give them.

The home's risk assessment system has similarly been designed to be visual and easy to understand to help young people work with staff to reduce their risk-taking behaviours and gain the additional freedoms they desire.

Finally, we use the **Family Membership** element of Secure Base to ensure that young people feel valued and included at all times and that they are shown how valuable their thoughts, ideas and wishes are to us. Hulton Meadows will run as a family household, with open and honest discussion and providing a safe space to everyone free from any form of discrimination. This will be reflected in joint responsibilities within the home for ensuring it remains a nice place to live for everyone, shared experiences within and outside the home, opportunities for everyone to express their opinions, clear routines such as family style evening meals and a constant celebration of any and all achievements.



To ensure our young people are able to establish and maintain positive relationships with individuals outside the home, each young person will have a contact plan in place, which will be reviewed on a monthly basis in consultation with the young people themselves and their social work team to ensure it remains in the best interest of both the young people and individuals of significance in their lives.

All contact arrangements will be individualised in terms of frequency, duration, location and supervision levels to ensure that our young people feel safe, supported and valued and are effectively safeguarded. These arrangements will be made in liaison with relevant professionals and will be directly informed by the young person's views, wishes and feelings and we will ensure that they understand any decisions made or restrictions in place that they may not agree with through the key working process.

At Hulton Meadows we understand the impact that one young person's contact arrangements can have on the emotional well-being of their home peers. We will aim therefore to facilitate contact outside the home as much as possible regardless of distance. Where this is not possible however, we will support our young people with contact within the home.

Where incidents occur that may potentially damage positive relationships within the home, such as conflicts between the young people or emotional dysregulation by the young people that results in damage to the home or injury to the staff, the response will be unfailingly positive and proactive.

Restorative practices will be utilised to guide young people towards peaceable resolutions that maintain their relationships and also use any such instances as an opportunity to strengthen such relationships.



All staff within the home will be Team Teach trained and will therefore understand that all behaviour is communication, the importance of trying to understand the reason behind such behaviour and how to best support our young people. This will be informed by each young person's Behaviour Support Plan into which they will be encouraged and supported to input.

Following any significant events within the home, debriefs will be held with all staff involved in order to ensure their welfare and to impact practice. Debriefs will also be held with young people to enable them to reflect in events and to make a complaint or raise any concerns they may have in terms of the way events were handled.

Hulton Meadows will also uphold a zero-tolerance ethos towards bullying and discrimination at all times to ensure that each young person, staff member and visitor to the home will feel valued, respected and safe. All staff have been provided with



training to ensure they understand the importance of equality, diversity, inclusion and tolerance and will be supported to uphold and model this ethos within the home.

## PROTECTION

### **FREEDOM OF MOVEMENT:**

Hulton Meadows is committed to keeping young people safe whilst also maintaining their privacy and dignity. Unless it is deemed appropriate, young people will not have



activated alarms on the doors to their bedrooms in order to allow them freedom of movement around the home. Alarms are fitted to the front and back doors of the home to ensure that young people are safeguarded, and that staff are alerted should young people leave the home without authorisation, particularly during the night.

Window restrictors have been used to safeguard young people on the upper floors of the home and all potentially harmful objects, including COSHH, sharps and medications, are kept secure at all times. Areas that are inaccessible to young people within the home for safeguarding purposes are clearly outlined to them during their induction to the home and the reasons behind this fully explained to them.

Freedom of movement in and out of the home will be individualised to each young person and will be agreed with relevant professionals, taking into account the views, wishes and feelings of the young people themselves, and will be fully risk assessed to allow young people independence whilst ensuring they are effectively safeguarded.

Each young person will have an individualised Missing From Care Protocol in place, which will be kept under regular review and will outline the steps to be followed for each young person, to ensure staff are able to safeguard each young person should they become Missing from Care or Absent Without Authority. Philomena Protocols will be followed for each young person in order for all professionals to work effectively together in the instance of our young people becoming Missing. All instances of a young person becoming Missing will be fully documented and reported to relevant individuals within appropriate time frames. Safe and well checks will be completed, medical appointments made if necessary and key working sessions and debriefs completed with the young person with the aim of identifying their reason for becoming Missing and with the hope of eliminating future incidents of this. The handling of any missing episode will be scrutinised by the entire staff team in order to allow for reflective practice and improvements to practice, in addition to oversight by the Manager and Responsible Individual.

## **SUPERVISION LEVELS AND BEHAVIOURAL SUPPORT:**

Daily monitoring documentation will be completed for each young person to allow staff to identify and address any additional support required and to track and celebrate the young people's progress and achievements. This documentation will be completed and stored in line with Data Protection and GDPR legislation as well as Golden Future Care's policies and procedures. Young people will be able to request access to their documentation at any time during their placement and will be actively involved in the monthly review of their care plans and the impact of any changes to ensure transparency, to engender a sense of security and empowerment



and most importantly to help develop their understanding around how to keep themselves safe.

Young people will be supported on a one-to-one basis both within the home and the wider community unless specific arrangements are agreed upon with the young person's social work team.

All staff complete comprehensive safeguarding training as part of their induction to the home and staffing levels will be maintained in order to effectively and safely care for the young people in placement. Impact matching risk assessment will be utilised for each additional young person entering the home to ensure that their needs can be met, and that young people have a positive rather than negative effect on each other.

Each young person will have an individualised Behaviour Support Plan constructed upon entering placement based on their referral documentation, conversations held with professionals involved in the young person's care and most importantly with the young person themselves. These plans will be reviewed on a monthly, as well as ad hoc, basis and all young people will be encouraged and supported to input into their own plan each time this occurs. These plans will outline known behaviours, indicators of support required and strategies that can be applied consistently across the staff team for each young person.

The **Acceptance** principle of Secure Base therapeutic parenting ensures that each young person is viewed as an individual with their own starting point, strengths and areas for development and that care is highly tailored to offer the best support.

This **Acceptance** principle will also be modelled to the young people through staff conduct to ensure that any conflicts that arise between young people can be worked through with self-reflection and empathy and can be used to further strengthen relationships within the home. Staff will mediate, support and use restorative justice measures where appropriate depending on each young person, their needs and the nature of the conflict and young people will be encouraged and supported to be honest, open and receptive in their monthly young people's meetings.

## **PHYSICAL INTERVENTION AND RESTRAINT:**

Physical intervention and restraint will only be utilised within the home when all available strategies have been correctly employed and proved unsuccessful, and when it is deemed necessary and appropriate in order to ensure safeguarding. Any physical interventions and restraints utilised will be proportionate, for the shortest possible duration and of the least restrictive nature.



These will be fully and transparently documented and investigated, with debriefs being held with all individuals involved, additional key working undertaken with the young people, whether directly involved in an incident or witnessing such. The resultant report will be scrutinised by the whole staff team at team meetings in order to allow for reflective practice and improvements to practice. Staff teams will also complete a group reflection exercise to allow them to celebrate good practice, consider where improvements can be made and to communicate this information to the rest of the staff to ensure consistency of care for the young people. All documentation will then be reviewed by both the home's Manager and Responsible Individual and this information will also be used to update the young person's risk assessments and behaviour support plan with the aim of eliminating the need for future physical intervention or restraint.

All staff undergo comprehensive training and will be certified to ensure their competence in safely restraining young people using the Team Teach model, which focusses on the reasons behind any behaviours that challenge being shown by the young people, upholds the principle of behaviour as a form of communication and helps staff to understand and develop de-escalation techniques designed to negate the need for physical restraint. This training will be refreshed at appropriate intervals to ensure that best practice remains in place.

The staff team at Hulton Meadows are aware that all behaviour serves as a form of communication and understand that some young people may require additional support in order to stay safe and to effectively communicate their needs.

## **RESTORATIVE PRACTICE:**

The focus at Hulton Meadows will be on restorative practice and clear and consistent boundaries to ensure that young people understand the expectations of appropriate behaviour held by the staff team, why these expectations are important as reflections of societal expectations and that natural consequences exist. This will be undertaken to support our young people to future success and always with a focus on relationships within the home remaining positive and secure. This is in line with the home's Secure Base therapeutic parenting model and ensures that through **Acceptance** and a focus on the **Family Membership** element, any instances of



dysregulation or discord can be used to strengthen relationships between young people and the staff team and evidence to young people that our focus is on keeping them safe.

### **SAFEGUARDING:**

Hulton Meadows will run an out of hours on call system at all times to ensure that further guidance is available to staff should this be required. This responsibility will be divided between members of the management team and rotas for this will be provided to staff with no less than one month's notice to ensure they know who they can contact should they require support.

The physical environment of Hulton Meadows has been designed to safeguard the young people and to provide a welcoming and homely environment. The home is fully health and safety compliant, and all necessary inspections will be completed within appropriate timescales, overseen by the home's Manager, to ensure this remains the case. There is a comprehensive system of checks in place that will be undertaken by the management team on a weekly and monthly basis and a separate system in place to identify hazards and maintenance needs, which will be actioned immediately to ensure our young people and staff remain safe. The physical environment is also comprehensively risk assessed in all areas including COSHH, working practices, activities undertaken, materials within the home and the home itself. These will be kept under regular review by the home's Manager.

Hulton Meadows has comprehensive child protection policies in place in addition to other policies designed to guide staff towards best practice and upholding the ethos of the home. The home also has a robust complaints procedure in place, which is provided to young people entering the home in an accessible way and the whole staff team is dedicated to using any complaints received to reflect on and make improvements to practice.



## LEADERSHIP AND MANAGEMENT

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                       |
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| <br><b>GOLDEN FUTURE CARE</b><br>A BRIGHT FUTURE BEGINS HERE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>REGISTERED PROVIDER:</b><br><br>Golden Future Care |
| <p>Golden Future Care is committed to providing young people with a safe and nurturing environment in which to develop.</p> <p>We aim to help our young people to discover their strengths and potential and to use these to become independent, resilient and confident future members of society.</p> <p>We want our young people to enjoy their lives now and to succeed in the future.</p> <p><b><i>A Bright Future Begins Here!</i></b></p>                                                                                                                                                                                                                                                                                                                                                            |                                                       |
| <b>COMPANY DIRECTOR</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                       |
| Safiya Bhuta<br><a href="mailto:Safiya@goldenfuturecare.com">Safiya@goldenfuturecare.com</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                       |
| <p>Safiya has a strong family history of business management and has established her own successful large day spa from the age of nineteen. This has provided Safiya with strong links with the local community in which the home is situated and a comprehensive appreciation of staff recruitment, retention, training and support.</p> <p>Whilst managing this business, Safiya has had the opportunity to work with young people from social care provisions and has seen firsthand the positive impact that nurture and support can have. As a mum of three, Safiya wants to provide young people with a safe and nurturing home. Safiya is focussed on helping young people to discover their passions to help them develop into successful adults and to secure brighter futures for themselves.</p> |                                                       |
| <b>RESPONSIBLE INDIVIDUAL:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                       |



Ryan Lymer

[RL@goldenfuturecare.com](mailto:RL@goldenfuturecare.com)

In the past 27 years Ryan has worked with children and young people in a variety of settings from summer camps in the United States to outdoor adventure camps all over the UK and then working in small family style residential care homes for children in the Northwest of England. Ryan has been an operations manager for an outreach company that helped families support their children in a more positive way to prevent them being moved away from their families.

Ryan currently works as a Reg 44 visitor and consultant to ensure that services have the support and a critical friend to ensure they remain caring, child focused and compliant. In his role for this service Ryan ensures the needs of young people are met via a calm caring and effective team that support the needs of the young people.

Ryan's aims for Hulton Meadows are to ensure the RM and the service have the support they need to make effective, thoughtful and care focused decisions around the lives of the young people they care for.

#### **REGISTERING MANAGER:**

Rhea James

[Manager@goldenfuturecare.com](mailto:Manager@goldenfuturecare.com)

Before entering the social care sector Rhea worked for ten years in specialist provisions supporting young people with additional needs and those who presented with behaviours that challenge. Since entering the residential care system Rhea has worked as a Residential Care Worker, a Team Leader, a Deputy and a Registering Manager within SEBD, SHB, LD, multi bedded and solo provisions. Rhea has gained experience in supporting young people with mental health concerns, through gender transitions, with high-level risk-taking behaviours, with additional needs that impact on their daily lives, with high vulnerability to CCE and CSE and those who require additional support around educational attendance and attainment.

Rhea is passionate about supporting young people to achieve their individual goals, to establish and maintain positive relationships, to enjoy a high level of well-being and to develop the skills necessary to become active and independent adults. Rhea is also committed to the support and development of a cohesive staff team and aims to establish Hulton Meadows as a place that is safe, welcoming and fun for staff and young people alike.



Rhea has successfully completed her Level 3 NVQ in Residential Care for Young People and is currently working towards the Level 5 NVQ in Leadership and Management.

The staffing structure within Hulton Meadows will consist of the Registered Manager, three Team Leaders, three Residential Care Workers and a number of bank staff to provide consistent care for the young people in case of staff absence. All staff will be subject to safer recruitment procedures to ensure the safeguarding of our young people and will undergo a robust induction, training and probationary process to ensure the young people receive the best possible care. The aim of Hulton Meadows is to establish a diverse staff team that will be able to support young people from all walks of life.

#### **Staff support and development:**

Hulton Meadows has a robust supervision process to ensure staff are supported to develop themselves professionally and the care they provide to our young people. During the probationary period staff will undergo fortnightly supervisions, after which point supervisions will be held monthly. The standard probationary period will be six months however this will be reviewed at three months and staff that have exhibited a high level of proficiency in all their responsibilities may be signed off at this point. Similarly, staff requiring further support in their roles may have their probationary period extended. This will be agreed with the relevant staff member and a Professional Improvement Plan constructed in order to provide the required support within agreed timeframes.

All supervisions will be completed by a senior member of staff in confidence, with all supervisions being conducted by the home's Manager until Team Leaders have completed their probationary period. At this point each Team Lead will become responsible for the supervision of Residential Care Workers on their shift patterns. Staff appraisals will be completed annually and will be conducted by the home's Manager and the company Director.

Professional Improvement Plans exist should any member of the staff team require additional support, which aim to highlight areas for professional development and action plan how such development can be supported and monitored. Staff will also benefit from ad hoc support sessions in order to further their professional development and will be included in monthly team meetings to provide them with a safe and open forum in which to express their views and to raise and discuss any concerns. In the event that staff require further guidance around concerns, there is a



communication map within the home as well as policies in place for raising safeguarding concerns and whistleblowing:

#### **HOME'S COMMUNICATION MAP:**



The home's Manager will take responsibility for the training and development of the staff team and a training matrix is in place which all staff will complete during their probationary periods. This training is a combination of online and face-to-face training, including Team Teach physical intervention training, and covers all mandatory training and specialist training designed to provide staff with a well-rounded perspective on the young people who live in the home. Members of the management team will undergo additional management online training which covers such topics as workplace well-being, supervision, management and appraisal of staff and safer recruitment procedures. Unqualified staff will be enrolled onto appropriate NVQ qualifications once they have completed their probationary periods and will be supported to complete these within the time frames set out by the Children's Homes Regulations.

#### **Safer Recruitment:**



All staff onboarded to the home will undergo an initial telephone interview to ensure they meet the basic requirements as outlined in the job specification for their intended role. All candidates will then complete an application form which is reviewed by the home's Manager before attending a face-to-face interview. Interviews are conducted by two members of the management team and scored independently based on the level of support that each candidate would require to fulfil their role. Successful candidates are then DBS checked and all additional safer recruitment checks completed, until which point any offer of employment remains conditional. This procedure is further outlined in the home's Safer Recruitment Policy.

Though equal opportunities will be upheld throughout the recruitment process, it is the aim of Golden Future Care to onboard a diverse team in order to provide appropriate role models for young people in placement and to support them with their unique identity and heritage.

### **Reflective Practice:**

The Hulton Meadows team is committed to providing the best care to our young people and understand that in order to do so, practice must be continuously reflected upon and developed. Team reflective exercises are available for staff members to discuss specific practice with colleagues, especially following events that challenge within the home and every team member is encouraged to share their opinions and perspectives during monthly team meetings.

Young people living at Hulton Meadows will be empowered to use their voice and to express their views, wishes and feelings, especially around practice within the home and how we can better support them.



## CARE PLANNING

As a newly opened home, Hulton Meadows will begin by admitting young people with a planned transition into the home. The acceptance of emergency and same day admissions will be reviewed after twelve months once both the home and the staff team has been established. This will ensure that young people are given the best possible start to life at Hulton Meadows and that their safeguarding is further ensured.

Young people will be encouraged to visit the home and meet the staff team before entering placement to allow them to raise any questions or concerns and to ensure they feel comfortable from day one. Young people will also be provided with a guide to the home which will detail what they can expect whilst living at Hulton Meadows.



An Impact Risk Assessment will be completed to ensure that the young person being considered can have their needs met by the environment and the staff team, and that they are compatible with any young person already living in the home. Admissions will only be completed once all paperwork around the young person has been received to ensure comprehensive plans and risk assessment can be formulated in order to safeguard them.

Time will be taken between admissions to allow each young person the opportunity to become comfortable and to feel safe in their new home before another young person is admitted. Robust impact matching assessments will be utilised to consider the impact that each young person entering the home will have on any young person already in residence and ensure that all needs can be met.

Regular reviews will be undertaken throughout a young person's time within Hulton Meadows to ensure that their needs can be met by the home and that the care provided remains at the best possible standard. Where it is decided that Hulton



Meadows is not a suitable placement for a young person, we will support that young person through transition to an alternative placement and ensure they understand what is happening, that it is in their best interests and that it does not reflect negatively on them or their time with us. The entire Hulton Meadows staff team are committed to multi-agency working and to being a proactive part of the team around each young person.



We will work to ensure that young people leave Hulton Meadows with a bank of positive memories, evidenced in their memory book filled with photos of their time with us and with an understanding of the importance they held to staff, evidenced in their compliments book where staff will record a well-done message from each of the days that the young people lives in the home.



At Hulton Meadows we understand the importance of contact for young people with their friends, family and with additional significant individuals, and that face-to-face time cannot be completely replaced by growing technology.

We also understand that every young person's family or network is unique, and that different support will be needed to ensure they feel connected, confident and safe.

The Hulton Meadows are committed to upholding any contact arrangements in place where these remain in the best interest of young people and to supporting young people towards increased contact with loved ones where possible.

All members of the management team within the home undertake additional training around contact to ensure they understand the rights of everyone involved, the positive impact that contact can have for our young people and where contact can have potentially negative impacts for young people and how additional support can be provided to them when this occurs.